

I am deaf and I use relay calls on a daily basis. I recently learned how to use VRS and I am amazed at how quick my calls are with VRS compared with relay services. I feel much more involved with the business commerce and I am able to respond to my clients more and hold a more meaningful dialogue. I am requesting that the VRS service to be expanded to 24 hours 7 days a week as I want to have the freedom of placing a call 24 hours a day including emergencies.